

STATE OF COLORADO

DEBT NET

GENERAL SUPPORT SERVICES

• Central Collections Services •

DIVISION OF CENTRAL SERVICES

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READY....SET....OFFSET! Special thanks to all of you who submitted your debtors for tax offset. CCS has made some major improvements to make this tax offset season the easiest and most profitable season ever.

We have local and toll free dedicated phone lines specifically for offset debtors. The numbers debtors will be instructed to call are:

303 - 866 - 6594

and

1 - 800 - 331 - 9865

We are hiring a crew of six temporaries who will be the front line for tax offset questions. These individuals will be trained to handle our most frequent questions, provide information and take payments. More difficult questions (or people!) will be sent to one of our more seasoned CCS staff. If the direct line gets overwhelmed, the calls go into a hunt group so either a support staff member or a collector will get that call. The only staff member exempt from that process is "yours truly" so I will be available to serve your concerns better.



CAN YOU KEEP A SECRET?? Please don't give debtors the customer service numbers. They are for you and you alone. Any time I spend talking to a debtor is time I'm not spending on your concerns. Tell debtors to call:

303-866-6560 or 1-800-221-2297